Index for Volume 77

Author Index

Amado, Alfred J. (see O'Neill, Kevin J.)

Andreatta, Britt, *Assessment Practice in Student Affairs: An Applications Manual* (book review), Fall 2001, 45.

Barbuto, Jr., John E. (see Hodges, Timothy D.)

Bradshaw, George, Suzanne Espinoza, and Charles Hausman, *(The) College Decision-Making of High Achieving Students*, Fall 2001, 15–22.

Bradshaw, George (see Espinoza, Suzanne)

Brower, Dana (see Reindl, Travis)

Burki, Emaad and Joseph J. Savitsky, *E-Learning in Higher Education* (commentary), Fall 2001, 39–40.

Carpenter, D. Stanley (see Sedwick, Susan Wyatt)

Courville, Troy G. (see O'Neill, Kevin J.)

Devlin, Edward, *Why Verification of Suspicious Foreign Records Is Important* (international resources), Spring 2002, 49–50.

Dorner, Celine D'Souza and Ivan Hutton, *Mathematics Placement Tests and Gender Bias*, Winter 2002, 27–31.

Espinoza, Suzanne, George Bradshaw, and Charles Hausman, *The Importance of College Choice Factors from the Perspective of High School Counselors*, Spring 2002, 19–23.

Espinoza, Suzanne (see Bradshaw, George)

Evans, David (see Pratt, Phillip)

Ezell, Jr., Otho Allen, *Diploma Mills—Past, Present, and Future* (international resources), Winter 2002, 39–47.

George, Catherine C. (see O'Neill, Kevin J.)

Hausman, Charles (see Bradshaw, George)

Hausman, Charles (see Espinoza, Suzanne)

Heggins, Lynette Danley, Jerlando F. L. Jackson, and E. Reginald Parks, *People of Nia: The Story of A Black Graduation*, Summer 2001, 23–27.

Hodges, Timothy D. and John E. Barbuto, Jr., *Recruiting Urban and Rural Students: Factors Influencing the Postsecondary Education Institution Choices of Rural Versus Urban High School Students*, Winter 2002, 3–10.

Hrabe, Frank L., *Is the Welcome Mat Out?* (commentary), Spring 2002, 35–37.

Hutton, Ivan (see Dorner, Celine D'Souza)

Jackson, Jerlando F.L. (see Heggins, Lynette Danley)

James, David, *Why Students Can't Be Customers in the Classroom* (commentary), Summer 2001, 45–46.

Johnson, Thomas L. W., *Digital Developments in Higher Education: Theory and Practice* (book review), Winter 2002, 52.

Johnson, Troy, *GRE Use Among the Higher Education Community: Historical Practice Is Not Always Best Practice*, Summer 2001, 3–8.

Kappler, Steve, *Five Truths of Marketing Colleges to Teens* (commentary), Fall 2001, 35–37.

Kappler, Steve, *Top Ten Marketing Mistakes College Make (Violate Them at Your Own Risk)* (commentary), Spring 2002, 39–41.

Knapp, Laura Greene, *Enrollment Decisions of American Youth: Which 18- to 21-Year-Olds Are Attending College?* (analysis), Spring 2002, 25–28.

Koenig, Ann M. and Jane Yahr Shepard, *A Practical Guide to Documentation Review and Verification In International Admissions* (international resources), Spring 2002, 43–47.

Lampley, James H., *Service Quality in Higher Education: Expectations versus Experiences of Doctoral Students*, Fall 2001, 9–14.

Layton, Carol A. (see Lock, Robin H.)

Lefond, Dennis (see Poock, Michael C.)

Lock, Robin H. and Carol A. Layton, *The Efficacy of the Learning Disabilities Diagnostic Inventory in Postsecondary Settings*, Spring 2002, 3–7.

Malone, Bobby G., Jacquelyn S. Nelson, and C. Van Nelson, *A Study of the Effect of the Implementation of the Plus/Minus Grading System on Graduate Student Grades*, Winter 2002, 11–22.

Malone, Bobby G. (see Nelson, C.Van)

Marthers, Paul, *Building Bridges Between Athletics and Admissions* (commentary), Winter 2002, 49–50.

McGee, Jennifer L. (see O'Neill, Kevin J.)

McLaughlin, Nora, *Listen Very Loud* (book review), Spring 2002, 50–51.

Nelson, C. Van, Bobby G. Malone, and Jacquelyn S. Nelson, *Admissions Models for At-Risk Graduate Students in Different Academic Disciplines*, Fall 2001, 3–7.

Nelson, C. Van (see Malone, Bobby G.)

Nelson, Jacquelyn S. (see Malone, Bobby G.)

Nelson, Jacquelyn S. (see Nelson, C. Van)

O'Neill, Kevin J., Catherine C. George, Victor L. Willson, Troy G. Courville, Jennifer L. McGee, Alfred J. Amado, Jesus Tanguma, and David L. Walker, *An Evaluation of a College of Education Graduate Admissions Process: A Non-registrant Perspective*, Summer 2002, 23–26.

Parks, E. Reginald (see Heggins, Lynette Danley)

Poock, Michael C. and Dennis Lefond, *How College-Bound Prospects Perceive University Web Sites: Findings, Implications, and Turning Browsers into Applicants*, Summer 2001, 15–21.

Pratt, Phillip and David Evans, *Assessment of the Utility of Parents as Sources of Information About the College Decisions of Their Children*, Spring 2002, 9–12.

Pugh, R. Gerald, *(The) Registrar as an Academic Officer* (commentary), Fall 2001, 29–34.

Reindl, Travis, *Digital Diploma Mills: The Automation of Higher Education* (book review), Spring 2002, 50–51.

Reindl, Travis and Dana Brower, *Financing State Colleges and Universities: What Is Happening to the "Public" in Public Higher Education* (policy analysis), Summer 2001, 29–43.

Reindl, Travis, *The Road Ahead: Access and Success in American Higher Education* (policy analysis), Spring 2002, 29–33.

Reindl, Travis, *Seamlessness, Senior Slump, and the Policy World: Old Issues, New Insights* (policy analysis), Winter 2002, 33–37.

Roemer, Ann, *A More Valid Alternative to TOEFL?*, Spring 2002, 13–17.

Savitsky, Joseph J. (see Burki, Emaad)

Sedwick, Susan Wyatt, D. Stanley Carpenter, and Nestor W. Sherman, *Measuring the Efficacy of Telemarketing in Student Recruitment*, Fall 2001, 23–27.

Shepard, Jane Yahr (see Koenig, Ann M.)

Sherman, Nestor W. (see Sedwick, Susan Wyatt)

Stedman, LesLee, *"Legalization": The Apostille* (international resources), Summer 2001, 47–51.

Sylves, Claire, *Are Foreign Universities Accredited?* (international resources), Fall 2001, 41–43.

Tanguma, Jesus (see O'Neill, Kevin J.)

Walker, David, *Variations in Salaries and Diversity: Representation of Financial Aid Directors at Public and Private Institutions*, Summer 2001, 9–14.

Walker, David L. (see O'Neill, Kevin J.)

Willson, Victor L. (see O'Neill, Kevin J.)

Title Index

Admissions Models for At-Risk Graduate Students in Different Academic Disciplines, Fall 2001, 3–7.

Are Foreign Universities Accredited?, Fall 2001, 41–43.

Assessment of the Utility of Parents as Sources of Information About the College Decisions of Their Children, Spring 2002, 9–12.

Assessment Practice in Student Affairs: An Applications Manual, Fall 2001, 45.

Building Bridges Between Athletics and Admissions, Winter 2002, 49–50.

(The) College Decision-Making of High Achieving Students, Fall 2001, 15–22.

Digital Developments in Higher Education: Theory and Practice, Winter 2002, 52.

Digital Diploma Mills: The Automation of Higher Education, Spring 2002, 51–52.

Diploma Mills—Past, Present, and Future, Winter 2002, 39–47.

E-Learning in Higher Education, Fall 2001, 39–40.

(The) Efficacy of the Learning Disabilities Diagnostic Inventory in Postsecondary Settings, Spring 2002, 3–7.

Enrollment Decisions of American Youth: Which 18- to 21-Year Olds Are Attending College?, Spring 2002, 25–28.

Index for Volume 77

Author Index

Amado, Alfred J. (see O'Neill, Kevin J.)

Andreatta, Britt, *Assessment Practice in Student Affairs: An Applications Manual* (book review), Fall 2001, 45.

Barbuto, Jr., John E. (see Hodges, Timothy D.)

Bradshaw, George, Suzanne Espinoza, and Charles Hausman, *(The) College Decision-Making of High Achieving Students*, Fall 2001, 15–22.

Bradshaw, George (see Espinoza, Suzanne)

Brower, Dana (see Reindl, Travis)

Burki, Emaad and Joseph J. Savitsky, *E-Learning in Higher Education* (commentary), Fall 2001, 39–40.

Carpenter, D. Stanley (see Sedwick, Susan Wyatt)

Courville, Troy G. (see O'Neill, Kevin J.)

Devlin, Edward, *Why Verification of Suspicious Foreign Records Is Important* (international resources), Spring 2002, 49–50.

Dorner, Celine D'Souza and Ivan Hutton, *Mathematics Placement Tests and Gender Bias*, Winter 2002, 27–31.

Espinoza, Suzanne, George Bradshaw, and Charles Hausman, *The Importance of College Choice Factors from the Perspective of High School Counselors*, Spring 2002, 19–23.

Espinoza, Suzanne (see Bradshaw, George)

Evans, David (see Pratt, Phillip)

Ezell, Jr., Otho Allen, *Diploma Mills—Past, Present, and Future* (international resources), Winter 2002, 39–47.

George, Catherine C. (see O'Neill, Kevin J.)

Hausman, Charles (see Bradshaw, George)

Hausman, Charles (see Espinoza, Suzanne)

Heggins, Lynette Danley, Jerlando F. L. Jackson, and E. Reginald Parks, *People of Nia: The Story of A Black Graduation*, Summer 2001, 23–27.

Hodges, Timothy D. and John E. Barbuto, Jr., *Recruiting Urban and Rural Students: Factors Influencing the Postsecondary Education Institution Choices of Rural Versus Urban High School Students*, Winter 2002, 3–10.

Hrabe, Frank L., *Is the Welcome Mat Out?* (commentary), Spring 2002, 35–37.

Hutton, Ivan (see Dorner, Celine D'Souza)

Jackson, Jerlando F.L. (see Heggins, Lynette Danley)

James, David, *Why Students Can't Be Customers in the Classroom* (commentary), Summer 2001, 45–46.

Johnson, Thomas L. W., *Digital Developments in Higher Education: Theory and Practice* (book review), Winter 2002, 52.

Johnson, Troy, *GRE Use Among the Higher Education Community: Historical Practice Is Not Always Best Practice*, Summer 2001, 3–8.

Kappler, Steve, *Five Truths of Marketing Colleges to Teens* (commentary), Fall 2001, 35–37.

Kappler, Steve, *Top Ten Marketing Mistakes College Make (Violate Them at Your Own Risk)* (commentary), Spring 2002, 39–41.

Knapp, Laura Greene, *Enrollment Decisions of American Youth: Which 18- to 21-Year-Olds Are Attending College?* (analysis), Spring 2002, 25–28.

Koenig, Ann M. and Jane Yahr Shepard, *A Practical Guide to Documentation Review and Verification In International Admissions* (international resources), Spring 2002, 43–47.

Lampley, James H., *Service Quality in Higher Education: Expectations versus Experiences of Doctoral Students*, Fall 2001, 9–14.

Layton, Carol A. (see Lock, Robin H.)

Lefond, Dennis (see Poock, Michael C.)

Lock, Robin H. and Carol A. Layton, *The Efficacy of the Learning Disabilities Diagnostic Inventory in Postsecondary Settings*, Spring 2002, 3–7.

Malone, Bobby G., Jacquelyn S. Nelson, and C. Van Nelson, *A Study of the Effect of the Implementation of the Plus/Minus Grading System on Graduate Student Grades*, Winter 2002, 11–22.

Malone, Bobby G. (see Nelson, C.Van)

Marthers, Paul, *Building Bridges Between Athletics and Admissions* (commentary), Winter 2002, 49–50.

McGee, Jennifer L. (see O'Neill, Kevin J.)

McLaughlin, Nora, *Listen Very Loud* (book review), Spring 2002, 50–51.

Nelson, C. Van, Bobby G. Malone, and Jacquelyn S. Nelson, *Admissions Models for At-Risk Graduate Students in Different Academic Disciplines*, Fall 2001, 3–7.

Nelson, C. Van (see Malone, Bobby G.)

Nelson, Jacquelyn S. (see Malone, Bobby G.)

Nelson, Jacquelyn S. (see Nelson, C. Van)

O'Neill, Kevin J., Catherine C. George, Victor L. Willson, Troy G. Courville, Jennifer L. McGee, Alfred J. Amado, Jesus Tanguma, and David L. Walker, *An Evaluation of a College of Education Graduate Admissions Process: A Non-registrant Perspective*, Summer 2002, 23–26.

Parks, E. Reginald (see Heggins, Lynette Danley)

Poock, Michael C. and Dennis Lefond, *How College-Bound Prospects Perceive University Web Sites: Findings, Implications, and Turning Browsers into Applicants*, Summer 2001, 15–21.

Pratt, Phillip and David Evans, *Assessment of the Utility of Parents as Sources of Information About the College Decisions of Their Children*, Spring 2002, 9–12.

Pugh, R. Gerald, *(The) Registrar as an Academic Officer* (commentary), Fall 2001, 29–34.

Reindl, Travis, *Digital Diploma Mills: The Automation of Higher Education* (book review), Spring 2002, 50–51.

Reindl, Travis and Dana Brower, *Financing State Colleges and Universities: What Is Happening to the "Public" in Public Higher Education* (policy analysis), Summer 2001, 29–43.

Reindl, Travis, *The Road Ahead: Access and Success in American Higher Education* (policy analysis), Spring 2002, 29–33.

Reindl, Travis, *Seamlessness, Senior Slump, and the Policy World: Old Issues, New Insights* (policy analysis), Winter 2002, 33–37.

Roemer, Ann, *A More Valid Alternative to TOEFL?*, Spring 2002, 13–17.

Savitsky, Joseph J. (see Burki, Emaad)

Sedwick, Susan Wyatt, D. Stanley Carpenter, and Nestor W. Sherman, *Measuring the Efficacy of Telemarketing in Student Recruitment*, Fall 2001, 23–27.

Shepard, Jane Yahr (see Koenig, Ann M.)

Sherman, Nestor W. (see Sedwick, Susan Wyatt)

Stedman, LesLee, *"Legalization": The Apostille* (international resources), Summer 2001, 47–51.

Sylves, Claire, *Are Foreign Universities Accredited?* (international resources), Fall 2001, 41–43.

Tanguma, Jesus (see O'Neill, Kevin J.)

Walker, David, *Variations in Salaries and Diversity: Representation of Financial Aid Directors at Public and Private Institutions*, Summer 2001, 9–14.

Walker, David L. (see O'Neill, Kevin J.)

Willson, Victor L. (see O'Neill, Kevin J.)

Title Index

Admissions Models for At-Risk Graduate Students in Different Academic Disciplines, Fall 2001, 3–7.

Are Foreign Universities Accredited?, Fall 2001, 41–43.

Assessment of the Utility of Parents as Sources of Information About the College Decisions of Their Children, Spring 2002, 9–12.

Assessment Practice in Student Affairs: An Applications Manual, Fall 2001, 45.

Building Bridges Between Athletics and Admissions, Winter 2002, 49–50.

(The) College Decision-Making of High Achieving Students, Fall 2001, 15–22.

Digital Developments in Higher Education: Theory and Practice, Winter 2002, 52.

Digital Diploma Mills: The Automation of Higher Education, Spring 2002, 51–52.

Diploma Mills—Past, Present, and Future, Winter 2002, 39–47.

E-Learning in Higher Education, Fall 2001, 39–40.

(The) Efficacy of the Learning Disabilities Diagnostic Inventory in Postsecondary Settings, Spring 2002, 3–7.

Enrollment Decisions of American Youth: Which 18- to 21-Year Olds Are Attending College?, Spring 2002, 25–28.

(An) Evaluation of a College of Education Graduate Admissions Process: A Non-registrant Perspective, Summer 2002, 23–26.
Financing State Colleges and Universities: What Is Happening to the "Public" in Public Higher Education, Summer 2001, 29–43.
Five Truths of Marketing Colleges to Teens, Fall 2001, 35–37.
GRE Use Among the Higher Education Community: Historical Practice Is Not Always Best Practice, Summer 2001, 3–8.
How College-Bound Prospects Perceive University Web Sites: Findings, Implications, and Turning Browsers into Applicants, Summer 2001, 15–21.
Is The Welcome Mat Out?, Summer 2002, 35–37.
(The) Importance of College Choice Factors from the Perspective of High School Counselors, Spring 2002, 19–23.
"Legalization": The Apostille, Summer 2001, 47–51.
Listen Very Loud, Spring 2002, 50–51.
Mathematics Placement Tests and Gender Bias, Winter 2002, 27–31.
Measuring the Efficacy of Telemarketing in Student Recruitment, Fall 2001, 23–27.
(A) More Valid Alternative to TOEFL?, Spring 2002, 13–17.
People of Nia: The Story of A Black Graduation, Summer 2001, 23–27.
(A) Practical Guide to Documentation Review and Verification in International Admissions, Spring 2002, 43–47.
Recruiting Urban and Rural Students: Factors Influencing the Postsecondary Education Institution Choices of Rural Versus Urban High School Students, Winter 2002, 3–10.
(The) Registrar as an Academic Officer, Fall 2001, 29–34.
(The) Road Ahead: Access and Success in American Higher Education, Spring 2002, 29–33.
Seamlessness, Senior Slump, and the Policy World: Old Issues, New Insights, Winter 2002, 33–37.
Service Quality in Higher Education: Expectations versus Experiences of Doctoral Students, Fall 2001, 9–14.
(A) Study of the Effect of the Implementation of the Plus/Minus Grading System on Graduate Student Grades, Winter 2002, 11–22.
Top Ten Marketing Mistakes Colleges Make (Violate Them at Your Own Risk), Spring 2002, 39–41.
Variations in Salaries and Diversity: Representation of Financial Aid Directors at Public and Private Institutions, Summer 2001, 9–14.
Why Students Can't Be Customers in the Classroom, Summer 2001, 45–46.
Why Verification of Suspicious Foreign Records Is Important, Spring 2002, 49–50.

Subject Index

ADMISSIONS

Koenig, Ann M. and Jane Yahr Shepard, *A Practical Guide to Documentation Review and Verification In International Admissions* (international resources), Spring 2002, 43–47.
Marthers, Paul, *Building Bridges Between Athletics and Admissions* (commentary), Winter 2002, 49–50.
Nelson, C. Van, Bobby G. Malone, and Jacquelyn S. Nelson, *Admissions Models for At-Risk Graduate Students in Different Academic Disciplines*, Fall 2001, 3–7.
O'Neill, Kevin J., Catherine C. George, Victor L. Willson, Troy G. Courville, Jennifer L. McGee, Alfred J. Amado, Jesus Tanguma, and David L. Walker, *An Evaluation of a College of Education Graduate Admissions Process: A Non-registrant Perspective*, Summer 2002, 23–26.
Roemer, Ann, *A More Valid Alternative to TOEFL?*, Spring 2002, 13–17.

ASSESSMENT & TESTING

Andreatta, Britt, *Assessment Practice in Student Affairs: An Applications Manual* (book review), Fall 2001, 45.
Dorner, Celine D'Souza and Ivan Hutton, *Mathematics Placement Tests and Gender Bias*, Winter 2002, 27–31.
Johnson, Troy, *GRE Use Among the Higher Education Community: Historical Practice Is Not Always Best Practice*, Summer 2001, 3–8.
Lock, Robin H. and Carol A. Layton, *The Efficacy of the Learning Disabilities Diagnostic Inventory in Postsecondary Settings*, Spring 2002, 3–7.
Roemer, Ann, *A More Valid Alternative to TOEFL?*, Spring 2002, 13–17.

ATHLETICS

Marthers, Paul, *Building Bridges Between Athletics and Admissions* (commentary), Winter 2002, 49–50.

DIVERSITY

Heggins, Lynette Danley, Jerlando F. L. Jackson, and E. Reginald Parks, *People of Nia: The Story of A Black Graduation*, Summer 2001, 23–27.
Hrabe, Frank L., *Is the Welcome Mat Out?* (commentary), Spring 2002, 35–37.
Walker, David, *Variations in Salaries and Diversity: Representation of Financial Aid Directors at Public and Private Institutions*, Summer 2001, 9–14.

GRADES

Malone, Bobby G., Jacquelyn S. Nelson, and C. Van Nelson, *A Study of the Effect of the Implementation of the Plus/Minus Grading System on Graduate Student Grades*, Winter 2002, 11–22.

HIGHER EDUCATION ADMINISTRATION/POLICY

James, David, *Why Students Can't Be Customers in the Classroom* (commentary), Summer 2001, 45–46.
Reindl, Travis and Dana Brower, *Financing State Colleges and Universities: What Is Happening to the "Public" in Public Higher Education* (policy analysis), Summer 2001, 29–43.
Reindl, Travis, *The Road Ahead: Access and Success in American Higher Education* (policy analysis), Spring 2002, 29–33.
Reindl, Travis, *Seamlessness, Senior Slump, and the Policy World: Old Issues, New Insights* (policy analysis), Winter 2002, 33–37.

INTERNATIONAL STUDENTS

Devlin, Edward, *Why Verification of Suspicious Foreign Records Is Important* (international resources), Spring 2002, 49–50.
Ezell, Jr., Otho Allen, *Diploma Mills—Past, Present, and Future* (international resources), Winter 2002, 39–47.
Koenig, Ann M. and Jane Yahr Shepard, *A Practical Guide to Documentation Review and Verification In International Admissions* (international resources), Spring 2002, 43–47.
Roemer, Ann, *A More Valid Alternative to TOEFL?*, Spring 2002, 13–17.
Stedman, LesLee, *"Legalization": The Apostille* (international resources), Summer 2001, 47–51.
Sylves, Claire, *Are Foreign Universities Accredited?* (international resources), Fall 2001, 41–43.

MARKETING/RECRUITMENT

Bradshaw, George, Suzanne Espinoza, and Charles Hausman, *(The) College Decision-Making of High Achieving Students*, Fall 2001, 15–22.
Espinoza, Suzanne, George Bradshaw, and Charles Hausman, *The Importance of College Choice Factors from the Perspective of High School Counselors*, Spring 2002, 19–23.
Hodges, Timothy D. and John E. Barbuto, Jr., *Recruiting Urban and Rural Students: Factors Influencing the Postsecondary Education Institution Choices of Rural Versus Urban High School Students*, Winter 2002, 3–10.
Kappler, Steve, *Five Truths of Marketing Colleges to Teens* (commentary), Fall 2001, 35–37.
Kappler, Steve, *Top Ten Marketing Mistakes College Make (Violate Them at Your Own Risk)* (commentary), Spring 2002, 39–41.
Knapp, Laura Greene, *Enrollment Decisions of American Youth: Which 18- to 21-Year-Old Are Attending College?* (analysis), Spring 2002, 35–28.
Pratt, Phillip and David Evans, *Assessment of the Utility of Parents as Sources of Information About the College Decisions of Their Children*, Spring 2002.
Sedwick, Susan Wyatt, D. Stanley Carpenter, and Nestor W. Sherman, *Measuring the Efficacy of Telemarketing in Student Recruitment*, Fall 2001, 23–27.

ORGANIZATION AND MANAGEMENT

McLaughlin, Nora, *Listen Very Loud* (book review), Spring 2002, 50–51.

Pugh, R. Gerald, *(The) Registrar as an Academic Officer* (commentary), Fall 2001, 29–34.

STUDENT SERVICES

Lampley, James H., *Service Quality in Higher Education: Expectations versus Experiences of Doctoral Students*, Fall 2001, 9–14.

TECHNOLOGY

Burki, Emaad and Joseph J. Savitsky, *E-Learning in Higher Education* (commentary), Fall 2001, 39–40.

Johnson, Thomas L. W., *Digital Developments in Higher Education: Theory and Practice* (book review), Winter 2002, 52.

Poock, Michael C. and Dennis Lefond, *How College-Bound Prospects Perceive University Web Sites: Findings, Implications, and Turning Browsers into Applicants*, Summer 2001, 15–21.

Reindl, Travis, *Digital Diploma Mills: The Automation of Higher Education* (book review), Spring 2002, 50–51.

AACRAO CONSULTING SERVICES

AACRAO
THE SMART CHOICE
FLEXIBLE. LOW COST. SCALABLE.
AACRAO Consulting Services brings solutions to your Admissions, Enrollment Management, Financial Aid, Information Technology, Registrar/Records Management, Retention and Student Information Systems challenges.

(202) 293-9161, X6813 WWW.AACRAO.ORG/CONSULTING